

# DERAR AL SOLTI

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## Summary.

**Experienced General Operations Supervisor with a strong focus on driving results and enhancing operational efficiency. Proficient in policy implementation, compliance management, and process optimization. Recognized for consistently delivering exceptional service and maximizing value through strategic workflow enhancements. Adept at leveraging strong analytical and problem-solving skills to identify opportunities for improvement and implement effective solutions. Committed to driving operational excellence and achieving organizational objectives.**

## Expertise.

- Team management and motivation.
- Attention to details and accuracy.
- Meeting deadlines and delivering results.
- Resilience and ability to handle change.
- Active listening and empathy with Customer service excellence.
- Relationship building, networking and Cross-functional teamwork.
- Critical thinking, Decision-making and problem-solving.

## Work Experience.

### Imperial College London Diabetes Centre. Dec 2007 - May 2023

#### ❖ **General Operations & Services Supervisor**

- Streamlined daily operations of multiple hospital departments, resulting in improved efficiency, enhanced service delivery, and maintained high standards of patient care.
- Developed and implemented operational policies, procedures, and workflows that ensured compliance with regulatory standards, leading to improved operational efficiency and adherence to quality guidelines.
- Successfully managed maintenance, facility management, and renovation activities, ensuring the safe and efficient operation of hospital facilities and equipment.
- Established and fostered positive relationships with external contractors, vendors, and service providers, resulting in successful contract negotiations and timely completion of work.
- Implemented regular inspections and audits, identifying maintenance needs, addressing safety and compliance issues, and implementing corrective actions promptly.
- Coordinated transportation services, ensuring safe and timely transportation of patients, staff, and materials, leading to improved logistics and smooth operations.
- Implemented comprehensive security measures, ensuring the safety and security of patients, staff, and hospital premises.
- Oversaw catering services, including menu planning, procurement, and delivery of high-quality food services, resulting in improved patient satisfaction and staff experience.
- Actively contributed to the successful execution of various events as part of the company's events management team, ensuring seamless operations and memorable experiences for participants.
- Collaborated cross-functionally with clinical staff, administrative teams, and external stakeholders, optimizing service delivery and enhancing the overall patient experience.
- Demonstrated expertise in budget management, expense tracking, and implementing cost-saving measures, resulting in improved financial efficiency within the operations and services department.
- Ensured strict compliance with regulatory requirements and standards pertaining to facility management, maintenance, safety, and food services.
- Provided excellent customer service and support to patients and staff while working in the front office, efficiently handling responsibilities such as patient registration and appointment scheduling.

#### ❖ **RCM - Insurance Services Officer.**

- Utilized electronic health record (EHR) systems efficiently to code medical procedures, improving the accuracy of insurance claims and reducing payment delays.
- Conducted comprehensive reviews of insurance claims, ensuring adherence to documentation requirements, leading to enhanced accuracy and higher approval rates.
- Assisted patients in understanding their insurance benefits, providing clear explanations and guidance, resulting in improved patient satisfaction and minimized confusion.
- Acted as a liaison between patients and insurance companies, effectively addressing and resolving claims-related issues, resulting in efficient claim processing and faster resolutions.
- Prepared and submitted medical insurance billings in a timely manner, ensuring compliance with established timelines and maintaining precise documentation for accurate financial reporting.
- Demonstrated proficiency in using Greenrain software, making informed decisions on claim submissions and resubmissions, optimizing the approval process and minimizing errors.
- Coordinated medical insurance approvals for necessary procedures, facilitating effective communication between insurance companies and healthcare providers, resulting in seamless coordination of care.
- Evaluated and processed claims in accordance with insurance policy terms, company protocols, and productivity and quality standards, ensuring accurate and fair claim settlements.
- Successfully achieved departmental targets for turnaround time, quality, and productivity, consistently meeting or exceeding expectations and contributing to overall team success.
- Proactively identified and reported potential issues that could impact the claims process, enabling prompt resolution and maintaining high standards of quality and efficiency.

## **AL Selati General Transportation Est. Oct 2004 - nov 2007**

### **❖ Public Relations Officer/Administrator & Foreman.**

- Organized and oversaw the routine processing of trade licenses, land department works, municipality works, customs, and other government-related office works.
- Ensured compliance with all necessary legal formalities and regulations, maintaining accurate records and documentation.
- Developed streamlined processes for interacting with government entities, resulting in improved efficiency and accuracy in government relations transactions.
- Served as the primary liaison between the company and government agencies, ensuring expeditious handling of company's affairs and fostering positive relationships.
- Coordinated and supervised the work of site operatives, ensuring adherence to safety protocols and delivering projects within budget and timeline.

## **Education.**

### **★ Associate Degree in Business Management.**

Campbell University, USA 2012

### **★ Bachelor of Science in Business Studies**

School of Business and Trade, Switzerland 2023

## **Training & Certifications.**

- MBA Essentials of Healthcare Management - Acacia University.
- Mini MBA - QLS / CPD Certified.
- LEVEL 7 Diploma in Operations Management.
- LEVEL 7 Diploma in Health and Safety.
- LEVEL 7 Diploma in Supply Chain Management.
- LEVEL 7 Diploma in Facilities Management.
- Advanced Diploma in Health and Safety at Workplace.
- Project Management Foundation - Procurement.
- Level 2 Certificate in Professional Supervisor Training.

## **Hobbies & Interests.**

- Events and Charity Campaign Volunteer.
- Animal Rescue Volunteer.
- Skilled in repairing and maintaining cars and motorcycles.
- Arts and Music Enthusiast..

## **Personal Details.**

- Date of Birth: July 9 1981.
- Gender: Male.
- Visa Status: Golden Visa 10 years.
- Driving License: UAE Driving License ( Exp 2028).
- Place of Birth: Abu Dhabi.
- Languages: Arabic - Native  
English - Fluent